



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

October 11, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Wes-Tex Telephone Cooperative
Study Area Code 442168**

Dear Ms. Dortch:

On behalf of Wes-Tex Telephone Cooperative “Wes-Tex”, JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission’s rules.¹ Wes-Tex seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC’s Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com





cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

<010>	Study Area Code	442168
<015>	Study Area Name	WES-TEX TEL CO-OP
<020>	Program Year	2014
<030>	Contact Name: Person USAC should contact with questions about this data	Darren Patrick
<035>	Contact Telephone Number: Number of the person identified in data line <030>	(432) 756-3826
<039>	Contact Email Address: Email of the person identified in data line <030>	dpatrick@westex.coop

		(check box when complete)	
<100>	Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/> <input checked="" type="checkbox"/>
<200>	Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report		
<300>	Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice)	(attach descriptive document)	<input type="checkbox"/> <input checked="" type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband)		<input type="checkbox"/> <input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/> <input checked="" type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<410>	Fixed	<input type="text" value="0.0"/>	
<420>	Mobile	<input type="text"/>	
<430>	Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/> <input checked="" type="checkbox"/>
<440>	Fixed	<input type="text"/>	
<450>	Mobile	<input type="text"/>	
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<510>	<input type="text" value="442168tx510"/>	(attach descriptive document)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<610>	<input type="text" value="442168tx610"/>	(attach descriptive document)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/> <input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/> <input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/> <input checked="" type="checkbox"/>
<1010>	<input type="text"/>	(attach descriptive document)	<input type="checkbox"/> <input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<1110>		(complete attached worksheet)	<input type="checkbox"/> <input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/> <input checked="" type="checkbox"/>

<2000>	(check to indicate certification)	<input type="checkbox"/>	
<2005>	(complete attached worksheet)	<input type="checkbox"/>	
Rate of Return Carriers, Proceed to <u>ROR Additional Documentation Worksheet</u>			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	

(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
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<010>	Study Area Code	442168
<015>	Study Area Name	WES-TEX TEL CO-OP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Darren Patrick
<035>	Contact Telephone Number - Number of person identified in data line <030>	(432) 756-3926
<039>	Contact Email Address - Email Address of person identified in data line <030>	dpatrick@westex.coop
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5	<input checked="" type="radio"/> (yes / no)
<111>	year plan" filed with the FCC?	<input type="radio"/> (yes / no)

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing \$ 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

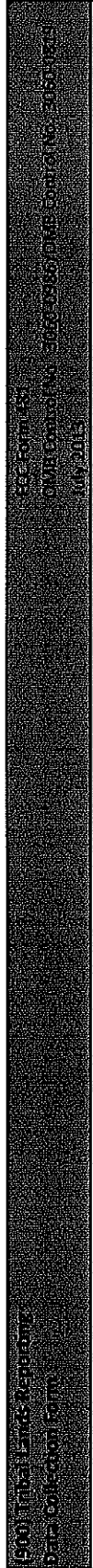
- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

[illegible]

[illegible]

<711>

-- See attached worksheet --



<010>	Study Area Code	442168
<015>	Study Area Name	WES-TEX TEL CO-OP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Darren Patrick
<035>	Contact Telephone Number - Number of person identified in data line <030>	(432) 756-3826
<039>	Contact Email Address - Email Address of person identified in data line <030>	dpatrick@westex.coop

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

	Select (Yes, No, NA)
<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	
<922> Feasibility and sustainability planning;	
<923> Marketing services in a culturally sensitive manner;	
<924> Compliance with Rights of way processes	
<925> Compliance with Land Use permitting requirements	
<926> Compliance with Facilities Siting rules	
<927> Compliance with Environmental Review processes	
<928> Compliance with Cultural Preservation review processes	
<929> Compliance with Tribal Business and Licensing requirements.	

Land Use Planning Technical Committee
 10000 Highway 100, Suite 100
 Dallas, Texas 75243
 442168
 MES-TEX TEL CO-OP
 2014
 Darren Patrick
 (432) 756-3826
 dpatrick@westex.coop

<010>	Study Area Code	442168
<015>	Study Area Name	MES-TEX TEL CO-OP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Darren Patrick
<035>	Contact Telephone Number - Number of person identified in data line <030>	(432) 756-3826
<039>	Contact Email Address - Email Address of person identified in data line <030>	dpatrick@westex.coop

☐

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

Form 1000 - Terms and Conditions for Lifeline Customers		Data Collection Form	
<010>	Study Area Code	442168	
<015>	Study Area Name	WES-TEX TEL CO-OP	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Darren Patrick	
<035>	Contact Telephone Number - Number of person identified in data line <030>	(432) 756-3826	
<039>	Contact Email Address - Email Address of person identified in data line <030>	dpatrick@westex.coop	
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	442168tx1210	Name of attached document (.pdf)
<1220>	Link to Public Website	HTTP	
<p>"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:</p>			
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>	
<1222>	Details on the number of minutes provided as part of the plan,	<input type="checkbox"/>	
<1223>	Additional charges for toll calls, and rates for each such plan.	<input type="checkbox"/>	

<010>	Study Area Code	442168
<015>	Study Area Name	WES-TEX TEL CO-OP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Darren Patrick
<035>	Contact Telephone Number - Number of person identified in data line <030>	(432) 756-3826
<039>	Contact Email Address - Email Address of person identified in data line <030>	dpatrick@westex.coop

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

☐
☐
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Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1))
 <2011> 3rd Year Certification (47 CFR § 54.313(b)(2))

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

- <2012> 2013 Frozen Support Certification
 <2013> 2014 Frozen Support Certification
 <2014> 2015 Frozen Support Certification
 <2015> 2016 and future Frozen Support Certification

- <2016> Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))
 Certification Support Used to Build Broadband

Connect America Phase II Reporting (47 CFR § 54.313(e))

- <2017> 3rd year Broadband Service Certification
 <2018> 5th year Broadband Service Certification
 <2019> Interim Progress Certification

Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(iii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information



<01>	Study Area Code	442168
<01>	Study Area Name	WES-TEX TEL CO-OP
<02>	Program Year	2014
<03>	Contact Name - Person USAC should contact regarding this data	Darren Patrick
<03>	Contact Telephone Number - Number of person identified in data line <030>	(432) 756-3826
<03>	Contact Email Address - Email Address of person identified in data line <030>	dpatrik@westex.coop

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

	Name of Attached Document Listing Required Information		(Yes/No)
(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(i), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		<input type="checkbox"/>	(Yes/No)
(3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii)) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		<input type="checkbox"/>	(Yes/No)
(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>	(Yes/No)
(3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>	(Yes/No)
(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation		<input type="checkbox"/>	(Yes/No)
(3018) If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input checked="" type="checkbox"/>	(Yes/No)
(3019) Either a copy of their audited financial statements; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>	(Yes/No)
(3020) Management letter issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>	(Yes/No)
(3021) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3025 pursuant to § 54.313(f)(2), contains:		<input type="checkbox"/>	(Yes/No)
(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.		<input type="checkbox"/>	(Yes/No)
(3023) Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>	(Yes/No)
(3024) Underlying information subjected to an officer certification.		<input type="checkbox"/>	(Yes/No)
(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>	(Yes/No)
(3026) Attach the worksheet listing required information		<input type="checkbox"/>	(Yes/No)

442168tx3026

Universal Service Reporting (USR) 01/15/2013	01/15/2013 01/15/2013
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<010>	Study Area Code	442168
<015>	Study Area Name	WES-TRX TEL CO-OP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Darren Patrick
<035>	Contact Telephone Number - Number of person identified in data line <030>	(432) 756-3826
<039>	Contact Email Address - Email Address of person identified in data line <030>	dpatrick@westex.coop

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Study Area Code 442168	Reporting Carrier WES-TEX TEL CO-OP
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<010>	Study Area Code	442168
<015>	Study Area Name	WES-TEX TEL CO-OP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Darren Patrick
<035>	Contact Telephone Number - Number of person identified in data line <030>	(432) 756-3826
<039>	Contact Email Address - Email Address of person identified in data line <030>	dpatrick@westex.coop

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Darla Parker</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	Darla Parker
Name of Reporting Carrier:	WES-TEX TEL CO-OP
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 10/14/2013
Printed name of Authorized Officer:	J Wilson
Title or position of Authorized Officer:	Executive Vice President
Telephone number of Authorized Officer:	432-756-3393
Study Area Code of Reporting Carrier:	442168 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	WES-TEX TEL CO-OP
Name of Authorized Agent or Employee of Agent:	John Staurulakis
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 10/14/2013
Printed name of Authorized Agent or Employee of Agent:	Darla Parker
Title or position of Authorized Agent or Employee of Agent:	Manager
Telephone number of Authorized Agent or Employee of Agent:	512/338-0473
Study Area Code of Reporting Carrier:	442168 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

<010>	Study Area Code	442168
<015>	Study Area Name	WES-TEX TEL CO-OP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Darren Patrick
<035>	Contact Telephone Number - Number of person identified in data line <030>	(432) 756-3826
<039>	Contact Email Address - Email Address of person identified in data line <030>	dpatrick@westex.coop
<810>	Reporting Carrier	Wes-Tex Telephone Cooperative
<811>	Holding Company	Wes-Tex Telephone Cooperative
<812>	Operating Company	Wes-Tex Telephone Cooperative

[illegible]

Wes-Tex Telephone Cooperative

Response to Line 510 - Service Quality Standards and Consumer Protection Rules

Compliance

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Wes-Tex Telephone Cooperative (“Company”) hereby certifies that it complies with applicable service quality standards and consumer protection rules under the Texas Administrative Code, Title 16, Part II, as established by the Public Utility Commission of Texas. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff which discloses rates, terms and conditions of service to customers pursuant to Subchapter J requirements in Sections 26.201-26.230; (2) adherence to state consumer protection requirements governing telephone providers as identified in

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

Subchapter B, in Sections 26.21-26.37; and (3) service quality standards requirements as identified in Subchapter C, Sections 26.51 -26.57.

Wes-Tex Telephone Cooperative

Response to Line 610 - Ability to Function in Emergency Situations

Wes-Tex Telephone Cooperative ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and the Texas Administrative Code. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations also allows the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, the Company is able to function under emergency operations in accordance with Public Utility Commission of Texas Substantive Rules §26.51 *Reliability of Operations of Telecommunications Providers* and §26.52 *Emergency Operations* which include obligations for continuity of service and emergency operations planning and service provision capability for dominant carriers. Any central office not equipped with permanently installed standby generators contains as a minimum four hours of battery reserve without voltage falling below the level required for proper operation of all equipment. In addition, all central offices without installed emergency

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

power facilities have a mobile power unit available which can be delivered and connected on short notice.

Wes-Tex Telephone Cooperative, Inc.**Rates, Terms and Conditions for Lifeline Service****(Response to Form 481, Line 1210)**

Local exchange service rates and charges as specified below are for basic local exchange service, including Tone Dialing Service, and facilities only. The rates for other ancillary services not specifically shown below are presented in Wes-Tex Telephone Cooperative's tariff(s) on file with the Public Utility Commission of Texas. Unless otherwise specified, the rates and charges quoted below are for a period of one month, payable in advance and provide unlimited flat rate calling within the local exchange calling scope.

Residential Local Exchange Access Line Rates⁽¹⁾⁽²⁾:

Exchange Name	R-1 Rate	Res. EAS Charge
Ackerly	\$ 14.00	\$ -
Coahoma	\$ 10.72	\$ -
Garden City	\$ 11.84	\$ 3.50
Lenorah	\$ 14.00	\$ -
Lomax	\$ 12.15	\$ 3.50
Luther	\$ 14.00	\$ -
Sand Springs	\$ 10.72	\$ -
Saint Lawrence	\$ 11.84	\$ 3.50
Vincent	\$ 11.84	\$ 3.50
West Stanton	\$ 12.15	\$ 3.50

⁽¹⁾ Above listed fees do not include mandatory taxes, fees and surcharges, including, but not limited to Texas Universal Service Fund charges, 9-1-1 fees, and municipal franchise fees.

⁽²⁾ Qualified Lifeline customers are eligible for Lifeline credits or discounts as outlined in the attached Lifeline tariff.

WES-TEX TELEPHONE COOPERATIVE, INC.
STANTON, TEXAS

SECTION 4
5th Revised Page 10
Replacing 4th Revised Page 10

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. LIFELINE PROGRAM

The Lifeline Program is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

A. General

1. A qualifying low-income customer subscribing to the Lifeline Program shall receive federal and state reductions to their monthly tariffed residential local exchange access line rate. When a Lifeline customer subscribes to a package of services, those same reductions will apply to that portion of the package rate that is for basic network service.

2. Nothing in this section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.

3. Lifeline Program reductions do not apply to surcharges, taxes, long distance service, 976 and other information related telecommunications services, and optional services such as custom calling features. Customers may obtain these services, where available, at their discretion.

4. The Lifeline Program rate reductions do not apply to service connection charges.

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By: J. R. Wilson
Title: Manager

Effective: April 2, 2012

WES-TEX TELEPHONE COOPERATIVE, INC.
STANTON, TEXAS

SECTION 4
 5th Revised Page 11
 Replacing 4th Revised Page 11

MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. LIFELINE PROGRAM (Continued)

A. General (Continued)

5. The Cooperative may not disconnect the service of a Lifeline Program customer for the non-payment of toll charges. However, the Cooperative reserves the right to implement toll blocking, at no charge, if the customer incurs a significant balance of unpaid toll bills. The Cooperative will inform the customer, by direct mail, of this change to their service due to the customer's non-payment of toll charges. Upon the customer's payment of all outstanding toll charges, the Cooperative shall remove mandatory toll blocking at no charge.

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6. Upon subscribing to the Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking upon initial subscription to the Lifeline Program.

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7. The Lifeline Program rate reductions will not be available on a retroactive basis unless approved by the Public Utility Commission of Texas or the Low-Income Discount Administrator (LIDA).

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B. Designated Lifeline Program Services

The Cooperative shall offer voice telephony services that provide the following functionalities as designated Lifeline Program services:

1. Voice grade access to the public switched network or its functional equivalent
2. Minutes of use for local service provided at no additional charge to the customer
3. Access to emergency services
4. Toll blocking service

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. LIFELINE PROGRAM (Continued)

C. Eligibility Requirement

1. Qualifying Low-Income (Eligible) Customer Criteria

An eligible customer shall be defined as an individual whose annual household income is at or below 150% of the federal poverty guidelines or in whose household resides a person who receives or has a child who receives benefits from at least one of the following programs:

- a. Medicaid
- b. Food Stamps (Supplemental Nutrition Assistance Program) T
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance (FPHA)
- e. Low-Income Heat and Energy Assistance Program (LIHEAP)
- f. Health benefits coverage under the state Children's Health Insurance Program (CHIP)
- g. National School Lunch Program's Free Lunch Program N
- h. Temporary Assistance for Needy Families N

The Lifeline Program rate reductions will be provided to each eligible customer. The Low-Income Discount Administrator (LIDA) will provide a list of eligible customers to the Cooperative each month.

2. Obligations of the Customer

a. Customers whose annual household income is at or below 150% of the federal poverty guidelines or who participate in FPHA or LIHEAP programs may self-enroll for Lifeline Program benefits by completing an application form and returning it to LIDA. LIDA will send a blank application upon customer request. LIDA can be reached at 1-866-4LITEUP. Current customers receiving benefits under Medicaid, Food Stamps, SSI or CHIP will be subject to the Lifeline Program automatic enrollment procedures as provided by the LIDA unless they provide a written request to the LIDA to be excluded from the Lifeline Program.

b. A customer who is eligible for the Lifeline Program but does not have telephone service at the time the LIDA provides its eligibility list to the Cooperative, shall be responsible for initiating a request for the Lifeline Program from the Cooperative.

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Effective: June 1, 2012

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STANTON, TEXAS

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. LIFELINE PROGRAM (Continued)

C. Eligibility Requirement (Continued)

3. Obligations of the Cooperative

a. LIDA will provide a list of eligible customers to the Cooperative on a monthly basis. Upon receipt of the list, the Cooperative shall begin reduced billing for those customers in accordance with the terms of the LIDA's procedures included in the LIDA Guide.

4. Discontinuance of Service

a. Discontinuance of Lifeline Discounts for customers automatically enrolled. The eligibility period for automatically enrolled customers is the length of their enrollment in Texas Health and Human Services Commission (THHSC) benefits plus a period of 60 days for renewal. Automatically enrolled customers will have an opportunity to renew their THHSC benefits or self-enrollment with LIDA upon the expiration of their automatic enrollment.

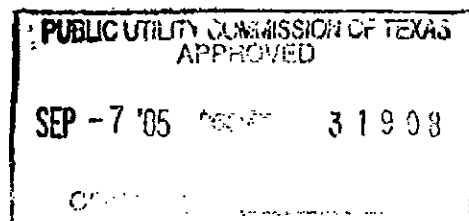
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b. Discontinuance of Lifeline Discounts for customers who have self-enrolled. Individuals not receiving benefits through THHSC programs, but who have met Lifeline income qualifications, are eligible to receive the Lifeline Discount for seven months, which includes a period of 60 days during which the customer may renew their eligibility with LIDA for an additional seven months.

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STANTON, TEXAS

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. LIFELINE PROGRAM (Continued)

C. Eligibility Requirement (Continued)

4. Discontinuance of Service (Continued)

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D. Deposit and Credit Requirements

1. The Cooperative shall be prohibited from charging a service deposit in order to initiate the Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

2. The Cooperative may charge a service deposit if the eligible customer denies subscription to toll blocking upon subscribing to the Lifeline Program.

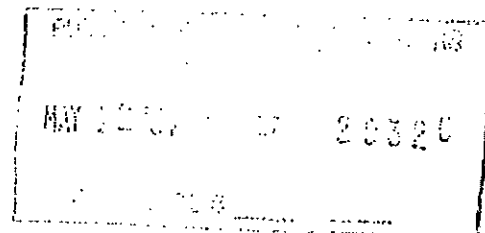
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3. In instances where the Cooperative may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Cooperative are also applicable to eligible customers for the Lifeline Program.



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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. LIFELINE PROGRAM (Continued)

E. Service Connection Charges

1. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the Lifeline Program.

2. Service connection charges do apply when:

a. Existing eligible customers request additional non-qualifying services at the time Lifeline program reduced billing is initiated.

b. New customers (those without existing local exchange access service) eligible for the Lifeline Program establish qualifying service.

c. Customers make subsequent moves or changes after initial connection to the Lifeline Program.

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Effective: April 2, 2012

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STANTON, TEXAS

SECTION 4
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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. LIFELINE PROGRAM (Continued)

F. Lifeline Program Rate Reduction

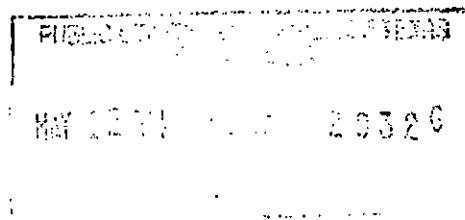
1. Implementation

The Cooperative shall provide reduced billing to all Lifeline Program eligible customers within its service area in accordance with the Commission's Substantive rules

In instances where a customer inquires about participation in the Lifeline Program, the Cooperative shall provide contact information for LIDA.

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WES-TEX TELEPHONE COOPERATIVE, INC.
DALHART, TEXAS

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MEMBER SERVICES TARIFF

LOCAL EXCHANGE SERVICE

III. LIFELINE PROGRAM (Continued)

F. Lifeline Program Rate Reduction (Continued)

2. Amounts

The Cooperative shall apply Lifeline Program rate reductions, per eligible customer, as described below.

Monthly
Rate Reduction

- | | | |
|----|---|---------------------|
| a. | Federal Reduction applied to
Federal Subscriber Line
Charge and Residential
Local Exchange Access Line
Charge
54.403 | 47.C.F.R
Section |
| b. | Maximum State Reduction to
Residential Local Exchange
Access Line Rate | \$3.50 |

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REDACTED – FOR PUBLIC INSPECTION

WES-TEX TELEPHONE COOPERATIVE, INC. (SAC 442168)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY